

April 2026

Important Note

Rotor-Gene® AssayManager 2.1 Software Update

Dear valued customer,

We are committed to helping you get the best performance from your instruments through continuous improvement. We are pleased to inform you that the Rotor-Gene AssayManager® (RGAM) 2.1.2 software update is now available. This update provides cybersecurity improvements to the software.

We confirm that the software functionality remains the same and the applications are not affected.

As a result of this update, Rotor-Gene AssayManager v2.1 Gamma Plug-in and Rotor-Gene AssayManager v2.1 Gamma MDx Plug-in must also be updated to version 1.0.1 without affecting the functionality.

The installation procedure has changed. For updated instructions, please refer to the chapter "Installing the Core Application v2.1.2" in this important note.

The software and applicable plug-ins can be downloaded from the product page on the QIAGEN website (www.qiagen.com/products/instruments-and-automation/analytcs-software/rotor-gene-assaymanager-21-row; for US-only: www.qiagen.com/products/instruments-and-automation/analytcs-software/rotor-gene-assaymanager-21-us).

Improvements

- Cybersecurity update of Microsoft SQL Server
- Update of NHibernate component

Installing the Core Application v2.1.2

Rotor-Gene AssayManager v2.1.2 and the corresponding plug-ins are available on the QIAGEN website. The **.zip** file includes installation, update, and uninstallation processes for RGAM v2.1.2 Core Application. RGAM plug-ins and the RGAM database tool are available for separate download. Availability of plug-ins may vary by country.

Note: Rotor-Gene AssayManager v1.0 and v2.1.2 are independent products and cannot be used in parallel on the same system. In addition, RGAM v2.1.2 does not replace RGAM v1.0.

Rotor-Gene AssayManager v2.1.2 uses a database (Microsoft® SQL Server® Express) to store all data. The database can be installed locally or on a remote system.

With the new installer, users can choose from the 3 installation options. Each option supports a different deployment scenario to help ensure that the RGAM environment is configured correctly and efficiently.

Rotor-Gene AssayManager v2.1.2 can be installed using 3 different configurations:

- **Install/upgrade on a stand-alone computer**

This option installs RGAM 2.1.2 and/or updates Microsoft SQL Server Express to 2022. The SQL Server update is required only if SQL Server Express 2014 with the instance name RGAMINSTANCE is already installed.

This option is recommended for most users, including those who do not have RGAM 2.1 installed yet or are currently using version 2.1.1.

- **Use existing database server and install/update Rotor-Gene AssayManager on additional computers**

This option updates an existing RGAM database previously set up by the customer on a dedicated machine. SQL Server 2022 must already be installed on a server or workstation.

The RGAM Client is installed separately on the local laptop used to access the central database.

- **Install/upgrade on an additional computer**

This option installs an additional RGAM Client on another computer and connects it to an existing RGAM database, either on another computer already running RGAM or on a dedicated SQL Server machine.

Rotor-Gene AssayManager v2.1.2 uses several third-party software packages. If these packages are not already available on the computer, the setup installs them automatically at the beginning of the installation process. Follow the on-screen instructions if necessary.

Note: Depending on the software packages installed, a reboot of the system may be required before proceeding with the setup. After the reboot, the installation procedure is resumed automatically.

Note: Rotor-Gene AssayManager v2.1.2 requires a Microsoft SQL Server 2022 or 2022 Express instance with mixed-mode authentication and TCP/IP enabled for installation. The installation process depends on whether Microsoft SQL Server 2022 Express is already installed on the local system, or whether RGAM v2.1.2 will be installed with a remote connection to an existing SQL Server on an external system.

Install/upgrade on a stand-alone computer

1. Download the RGAM v2.1.2. Core Application from the QIAGEN website.

Note: Checksum confirmation is required to secure software integrity after the web download is successfully completed and before any further handling of the software. Therefore, verify the software checksum before installing the downloaded software.

For detailed information on confirming software integrity during download and file transfer, refer to the QIAGEN software integrity verification process description document provided with the software package on the QIAGEN website.

If you download the software on a different computer from the one on which it will be installed, ensure that the USB drive used for transfer is free of viruses. QIAGEN strongly recommends scanning the flash drive with up-to-date antivirus software to avoid contamination.

2. Start the installation of RGAM v2.1.2 by double-clicking on **setup.exe**.

The setup wizard automatically opens the “Rotor-Gene AssayManager Setup” window.

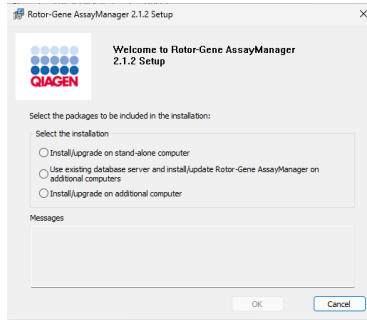


Figure 1. Rotor-Gene AssayManager 2.1.2 Setup window.

3. Select the **Install/upgrade on stand-alone computer** to install Rotor-Gene AssayManager v2.1.2. and the SQL Server Express locally on your system.
4. Click **OK** to proceed.
5. Click **Accept** to accept “Microsoft Visual Studio 2010 Report Viewer” license agreement.

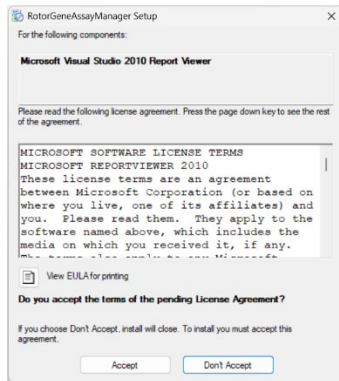


Figure 2. Microsoft Visual Studio 2010 Report Viewer license agreement.

- Click **Accept** to accept the SQL Server 2022 Express" license agreement.

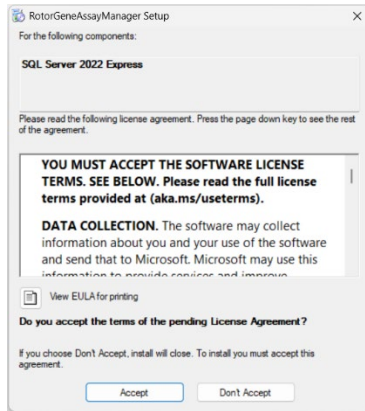


Figure 3. SQL Server 2022 Express license agreement.

- Click **Install** to install additional components required by RGAM v2.1.2.

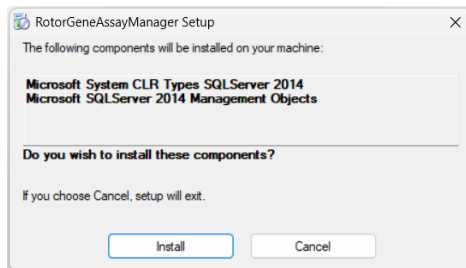


Figure 4. Install additional components of RGAM v2.1.2.

The installation progress window is displayed:

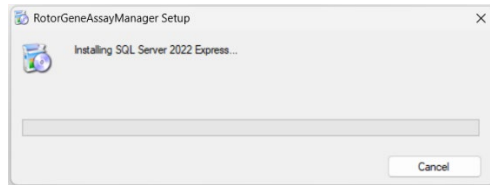


Figure 5. RGAM setup installation progress window.

8. After installation is finished, the system automatically opens the RGAM v2.1.2 welcome screen.

Click **Next** to proceed.

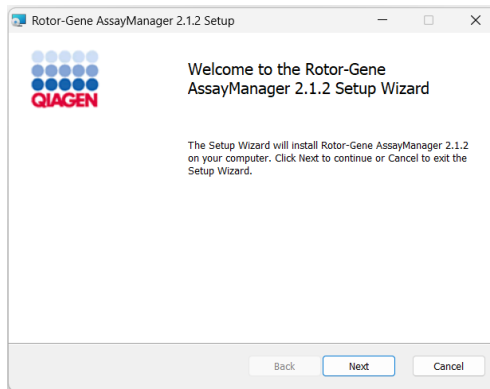


Figure 6. RGAM v2.1.2 setup welcome screen.

9. The following warning message may appear during the installation if the operating system (OS) does not meet the minimum requirements.

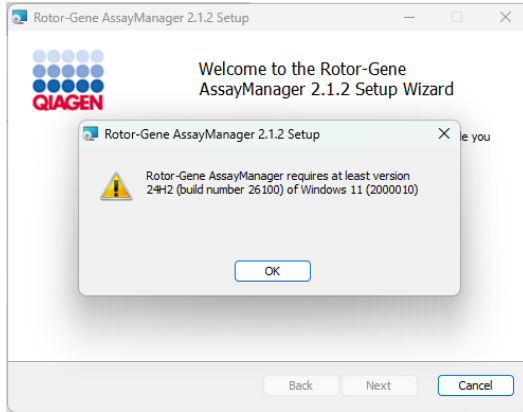


Figure 7. Warning message when minimum OS requirements are not met.

Click **OK**, then click **Next** to start the installation.

10. The following Windows security message may appear during the installation process. Click **Install**.

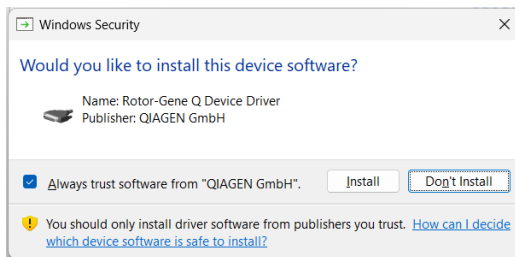


Figure 8. Windows Security prompt to install the Rotor-Gene Q device driver.

11. Depending on the software packages installed on the system, different license agreements may be displayed.

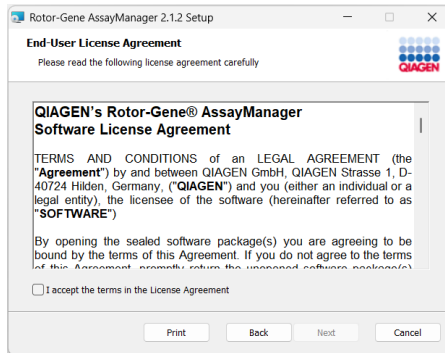


Figure 9. End-user license agreement for Rotor-Gene AssayManager software.

Read and accept the license agreements by checking "I accept the terms in the License Agreement" and clicking **Next**.

12. The "Virus and spyware check" window opens.

Confirm that the system is virus-free by enabling the "System is virus and spyware free" option. Click **Next**.

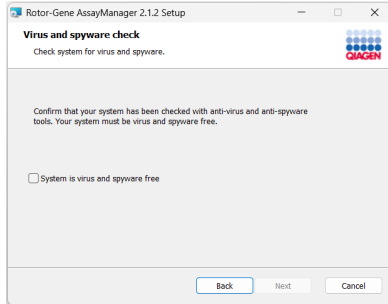


Figure 10. Virus and spyware check window.

13. The "Custom Setup" screen is displayed. Do not deselect any features. Click **Next** to proceed.

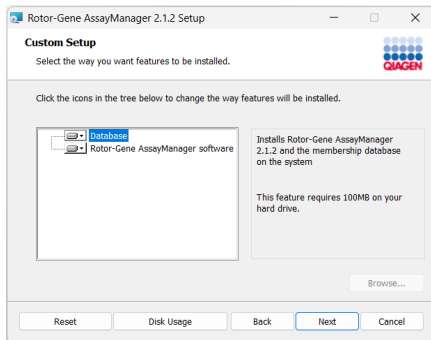


Figure 11. Custom setup window.

14. Click **Disk Usage** to get an overview of the available and required disk space.

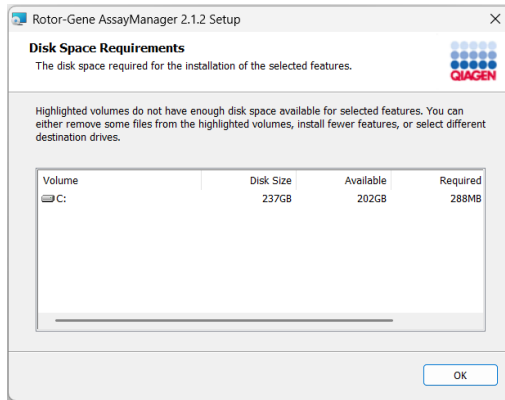


Figure 12. Disk space requirements window.

Click **OK** to close the window.

15. Click **Next** to install the selected features.

16. To proceed with the installation, click **Next**.

17. Click **Install** to start the installation.

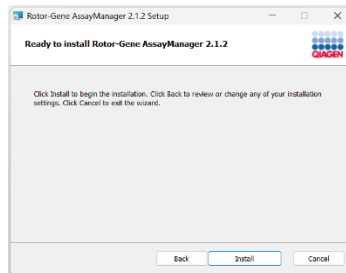


Figure 13. RGAM v2.1.2 installation window.

18. After the installation is completed, click **Finish** to close the window.

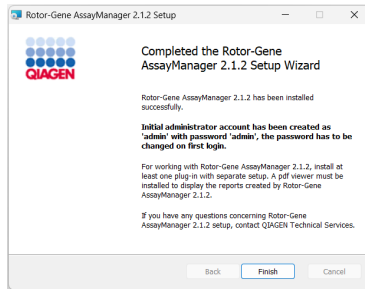


Figure 14. RGAM 2.1.2 setup wizard completion window.

19. After installation, Rotor-Gene AssayManager v2.1.2 can be started from the Windows Start menu under QIAGEN/Rotor-Gene AssayManager or from the desktop icon.

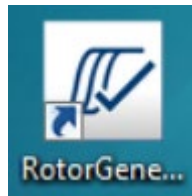


Figure 15. RGAM desktop icon.

Use existing database server and install/update Rotor-Gene AssayManager on additional computers

As a prerequisite for this installation scenario, the customer must already have SQL Server 2022 installed on a server or workstation with a database instance that contains the Rotor-Gene AssayManager database tables. For an update, SQL Server must already be updated to 2022, while the Rotor-Gene AssayManager database tables are expected to still be in the Rotor-Gene AssayManager 2.1.1 status.

Perform the steps below on the first local laptop to setup or update the Rotor-Gene AssayManager database tables. For additional laptops to be connected to this central database, follow the procedure in the next chapter, Step 1.

1. Download the Rotor-Gene AssayManager v2.1.2 Core Application from the QIAGEN website.

Note: Checksum confirmation is required to secure software integrity after a web download is successfully completed and before further handling of the software. Therefore, verify the software checksum before starting the installation of the downloaded software. For detailed information on confirming software integrity during download and file transfer, please refer to the QIAGEN software integrity verification process description document provided with the software package on the QIAGEN webpage. If software is downloaded from the QIAGEN website on a computer other than the one on which it will be installed, ensure that the flash drive used to transfer the software is free of viruses. QIAGEN strongly recommends performing a virus scan using an up-to-date virus scanner on the flash drive to avoid contamination.

2. Start the installation of Rotor-Gene AssayManager v2.1.2 by double-clicking on **setup.exe**.

The setup wizard automatically opens the “Rotor-Gene AssayManager Setup” window.

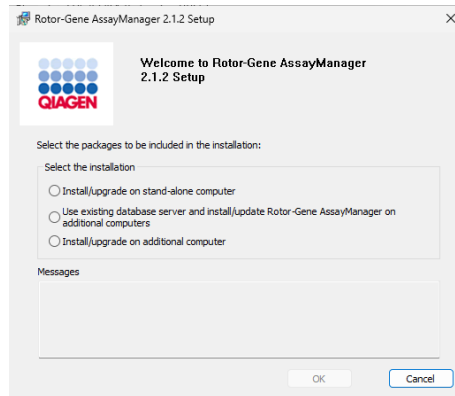


Figure 16. Rotor-Gene AssayManager 2.1.2 Setup window.

3. Select “Use existing database server and install/update Rotor-Gene AssayManager on additional computers” to install RGAM v2.1.2 with a remote connection to an existing SQL Server on an external system.
4. Click **OK** to proceed.

The RGAM v2.1.2 welcome screen opens automatically. Click **Next**.

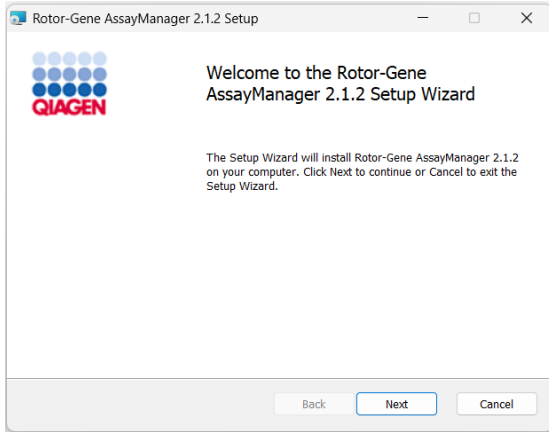


Figure 17. RGAM 2.1.2 setup wizard.

5. The following warning message may appear during the installation if the OS does not meet the minimum requirements.

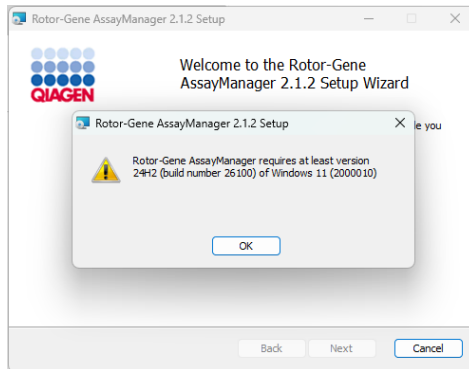


Figure 18. OS warning message.

Click OK, then click **Next** to start the installation.

- The following Windows security message may appear during the installation process. Click **Install**.

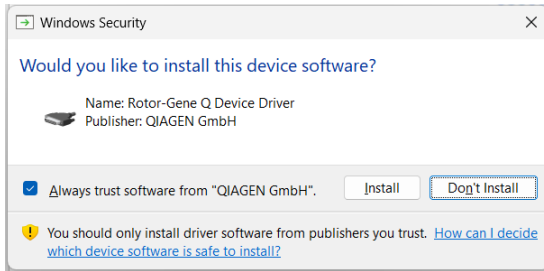


Figure 19. Windows Security prompt to install the Rotor-Gene Q device driver.

- Depending on the software packages already installed on the system, different license agreements may be displayed.

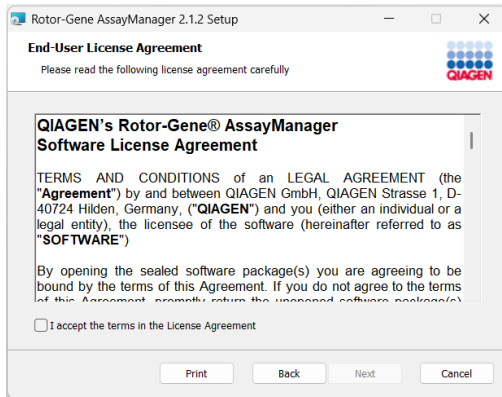


Figure 20. End-user license agreement for Rotor-Gene AssayManager software.

Read and accept the license agreements by checking "I accept the terms in the License Agreement" and clicking **Next**.

8. The “Virus and spyware check” window opens. Confirm that the system is virus-free by enabling the “System is virus and spyware free” option. Click **Next**.

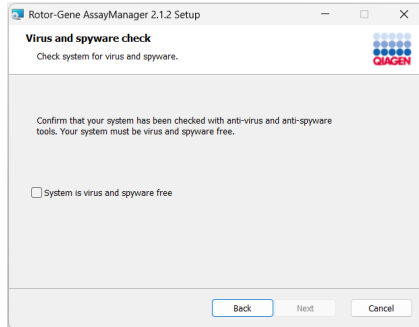


Figure 21. Virus and spyware check window.

20. The “Custom Setup” screen is displayed. Do not deselect any features. Click **Next** to proceed.

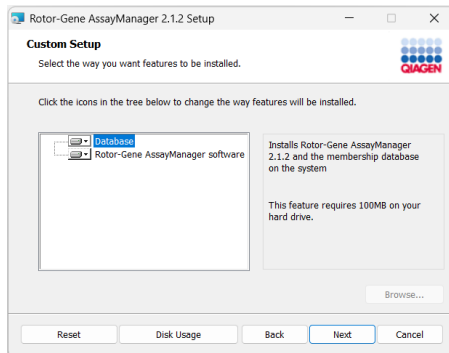


Figure 22. Custom setup window.

9. Click **Disk Usage** to get an overview of the available and required disk space.

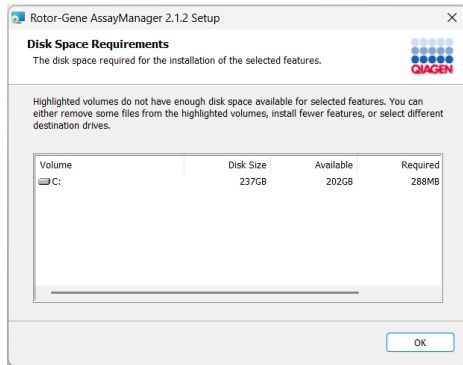


Figure 23. Disk space requirements window.

10. Click **OK** to close the window.
11. Click **Next** to proceed with the installation of the selected feature.
12. Fill in the required parameters.

To check the database connection, click **Check database connection**. If you encounter problems during the connection process to the database server, contact your local system administrator.

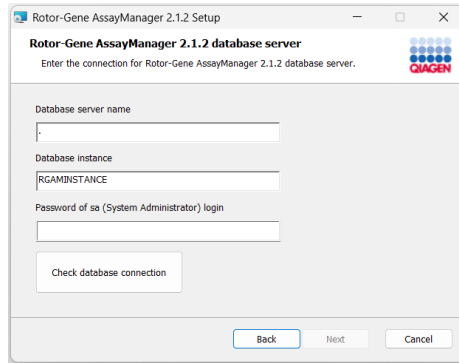


Figure 24. RGAM 2.1.2 database server window.

13. To proceed with the installation, click **Next**.
14. Click **Install** to start the installation.

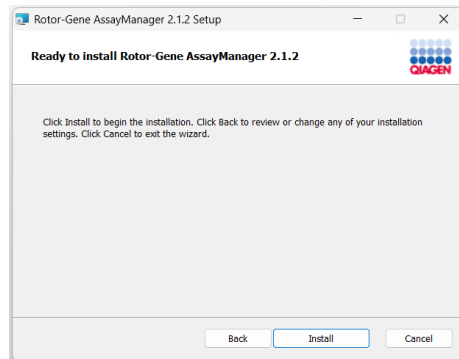


Figure 25. RGAM v2.1.2 installation window.

15. After the installation is completed, click **Finish** to close the window.

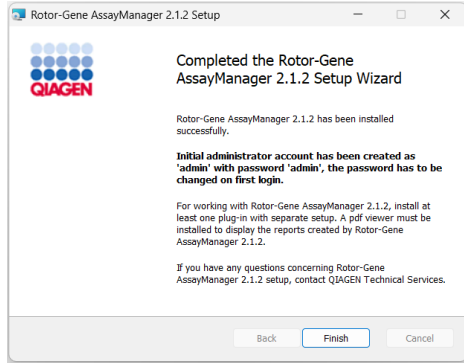


Figure 26. Completed installation window.

After installation, Rotor-Gene AssayManager v2.1.2 can be started from the Windows Start menu under QIAGEN/Rotor-Gene AssayManager or via the desktop icon.

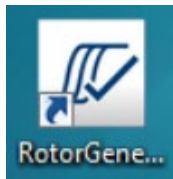


Figure 27. RGAM desktop icon.

Install/upgrade on additional computer

As a prerequisite for this installation scenario, install the RGAM v2.1.2 on a computer connected to the local area network (LAN), as described in the previous section (with SQL Server Express installed).

For the additional computers, follow the steps below.

Note: If RGAM v2.1.2. is being installed on any client or server in a shared database environment, the user must close all connected RGAM instances before installation.

Note: Make sure that the database has been updated before selecting this option. RGAM v2.1.2 will not operate with an outdated database. To update the database, use one of the installation options described in the previous chapters.

1. Download the RGAM v2.1.2. Core Application from the QIAGEN website.

Note: Checksum confirmation is required to secure software integrity after a web download is successfully completed and before further handling of the software. Therefore, verify the software checksum before installing the downloaded software. For detailed information on confirming software integrity during download and file transfer, please refer to the QIAGEN software integrity verification process description document, provided with the software package on the QIAGEN webpage. If software is downloaded from the QIAGEN website on a computer other than the one on which it will be installed, ensure that the flash drive used to transfer the software is free of viruses. QIAGEN strongly recommends performing a virus scan using an up-to-date virus scanner on the flash drive to avoid contamination.

2. Start the installation of RGAM v2.1.2 by double-clicking on **setup.exe**.

The setup wizard automatically opens the “Rotor-Gene AssayManager Setup” window.

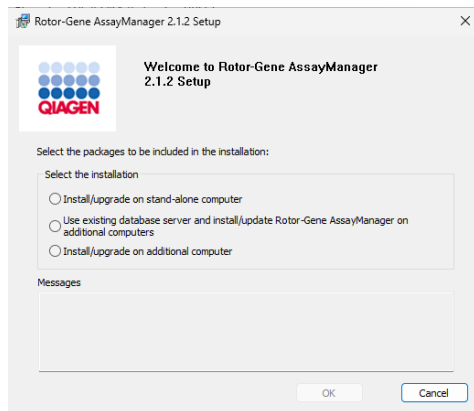


Figure 28. Rotor-Gene AssayManager 2.1.2 Setup window.

3. Select “Install/upgrade on additional computer” to install RGAM v.2.1.2.
4. Click **OK** to proceed. The RGAM v2.1.2 welcome screen opens automatically. Click **Next**.

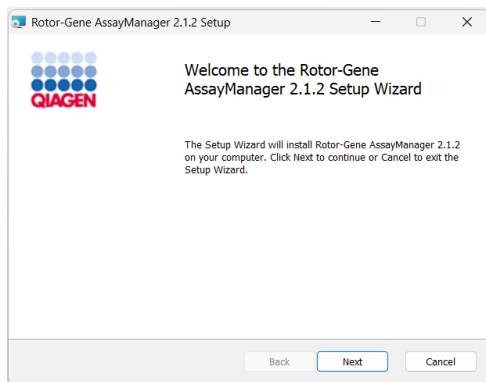


Figure 29. RGAM 2.1.2 setup wizard.

- The following warning message may appear during the installation if the OS does not meet the minimum requirements.

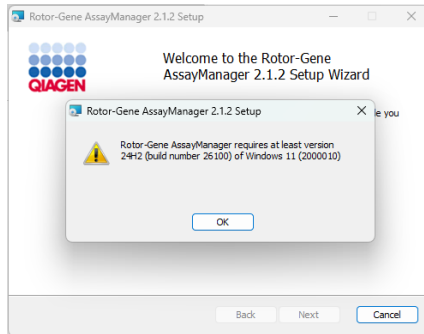


Figure 30. OS warning message.

- Click **OK**, then click **Next** to start the installation.
- The following Windows security message may appear during the installation process. Click **Install**.

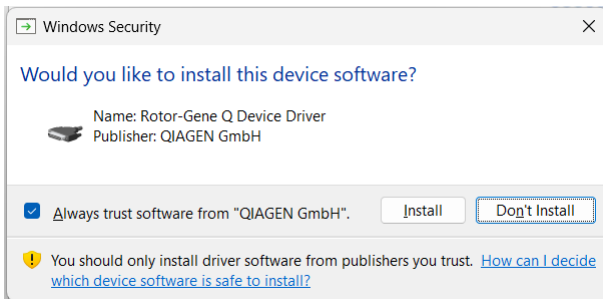


Figure 31. Windows Security prompt to install the Rotor-Gene Q device driver.

- Depending on the software packages already installed on the system, different license agreements may be displayed.

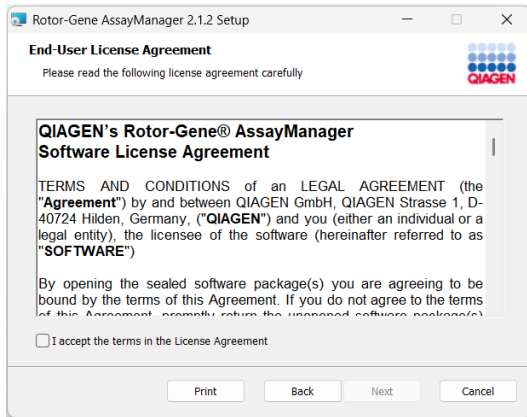


Figure 32. End-user license agreement for Rotor-Gene AssayManager software.

Read and accept the license agreements by checking "I accept the terms in the License Agreement". Click **Next**.

- The "Virus and spyware check" window opens.

Confirm that the system is virus-free by enabling the "System is virus and spyware free" option. Click **Next**.

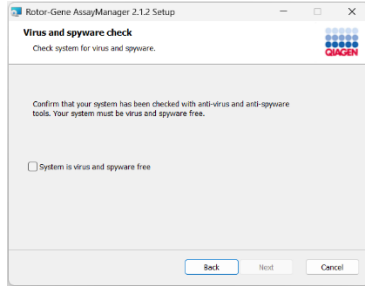


Figure 33. Virus and spyware check window.

10. The “Custom Setup” screen is displayed. Do not deselect any features. Click **Next** to proceed.

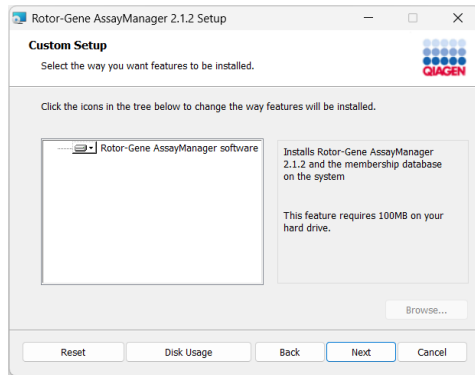


Figure 34. Custom setup window.

11. Click **Disk Usage** to get an overview of the available and required disc space.

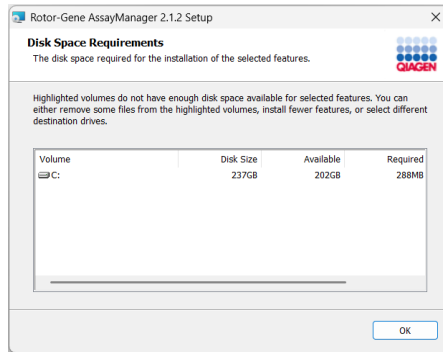


Figure 35. Disk space requirements window.

Click **OK** to close the window.

12. Click **Next** to proceed with the installation of the selected feature.

13. Fill in the required parameters. If the remote "Database server" is a computer with a local installation of the RGAM v2.1.2, enter the computer name, leave the instance name ("RGAMINSTANCE") as it is, and leave the field of the "Password of sa" field blank.

To check the database connection, click "Check database connection". If you encounter problems during the connection process to the database server, contact your local system administrator.

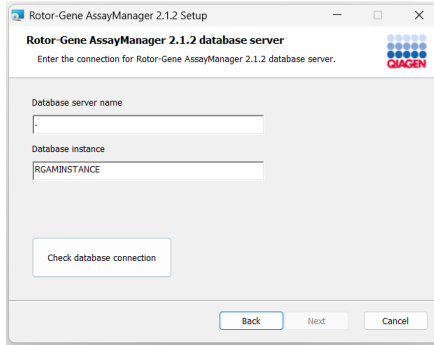


Figure 36. RGAM 2.1.2 database server window.

14. To proceed with the installation, click **Next**.

15. Install the RGAM v2.1.2 as described in the previous chapter, step 14.

Repair/uninstall the Core Application v2.1.2

To change, repair, or uninstall RGAM v2.1.2, use the installer file directly instead of the Windows “Add or remove programs” or “Installed apps” menus.

Installing Plug-ins

To use RGAM v2.1.2, at least one plug-in must be installed. Plug-ins are provided on the QIAGEN website. Not all plug-ins are available in all countries.

Note: Plug-ins for RGAM v1.0 are not compatible with RGAM v2.1.2

Note: Plug-ins for RGAM v2.1.1. and RGAM v2.1.0.7 are not compatible with RGAM v2.1.2.

Note: Only after the same plug-ins have been successfully installed on all related clients, should the user log in again.

Configuration on Windows 10 & 11

Rotor-Gene AssayManager v2.1.2 works in combination with the Rotor-Gene Q MDx instrument. The following hardware requirements apply to the computer on which the software will be installed:

Minimum computer requirements

Hardware	Intel® Core i3-380M Processor or higher 4 GB RAM recommended 256 GB HD/SSD 1–4 USB 2.0 ports or higher Screen resolution 1024 x 768 or higher.
OS	Microsoft Windows 10 version 1809 or Microsoft Windows 11 version 24H2 .NET Framework 4.7.2

We understand that updating your system requires guidance, and we are here to help make the process as smooth as possible.

Thank you for your continued support and trust in our products. If you have further questions, please contact your local QIAGEN representative or contact our Technical Support Center (www.qiagen.com/support/technical-support).

Best regards,

QIAGEN

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